# ARMY TRAVEL CARD PROGRAM

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## ARMY TRAVEL CARD POPULATION:

IBA: 295,833

CBA: 4,968

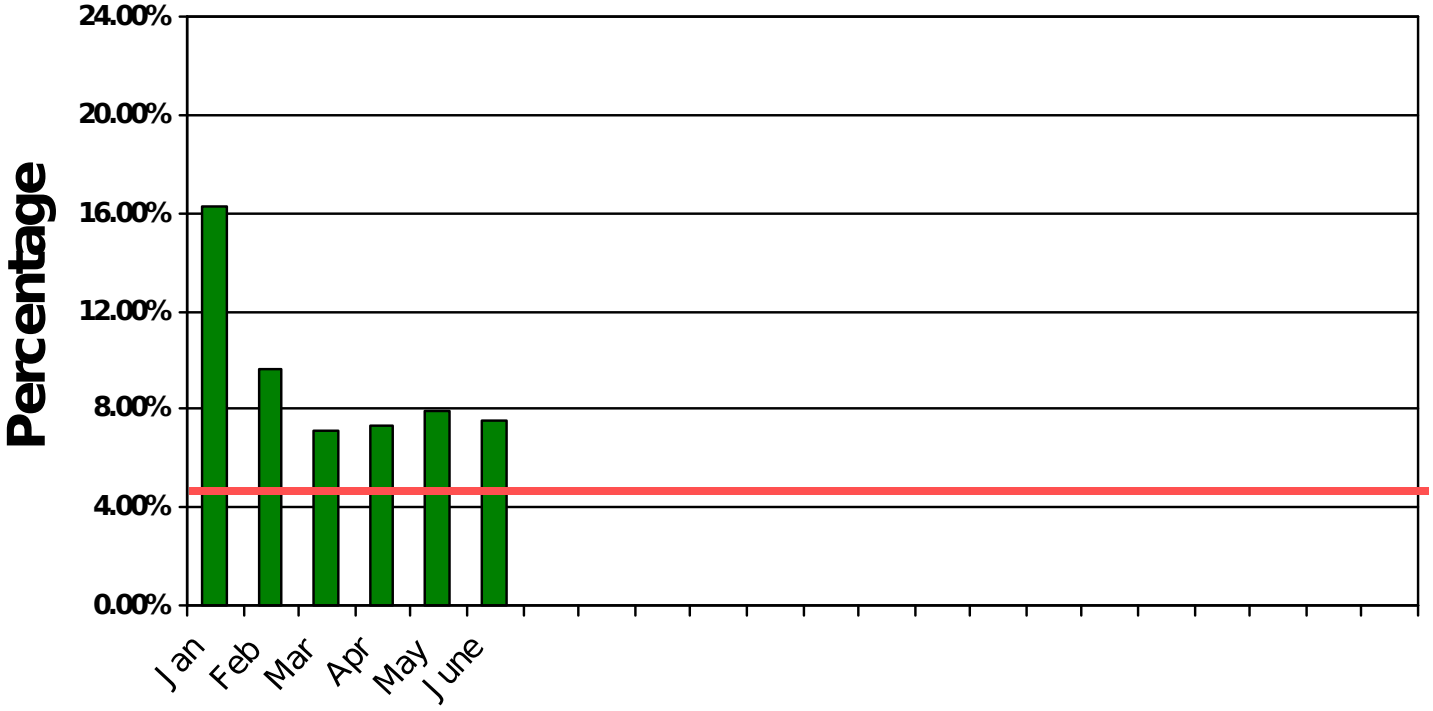
## ARMY SPEND BY PROGRAM:

IBA: $146,707,832

CBA: $155,479,864

# Army Dollars Delinquency Rate

## (January 2003 – June 2003)

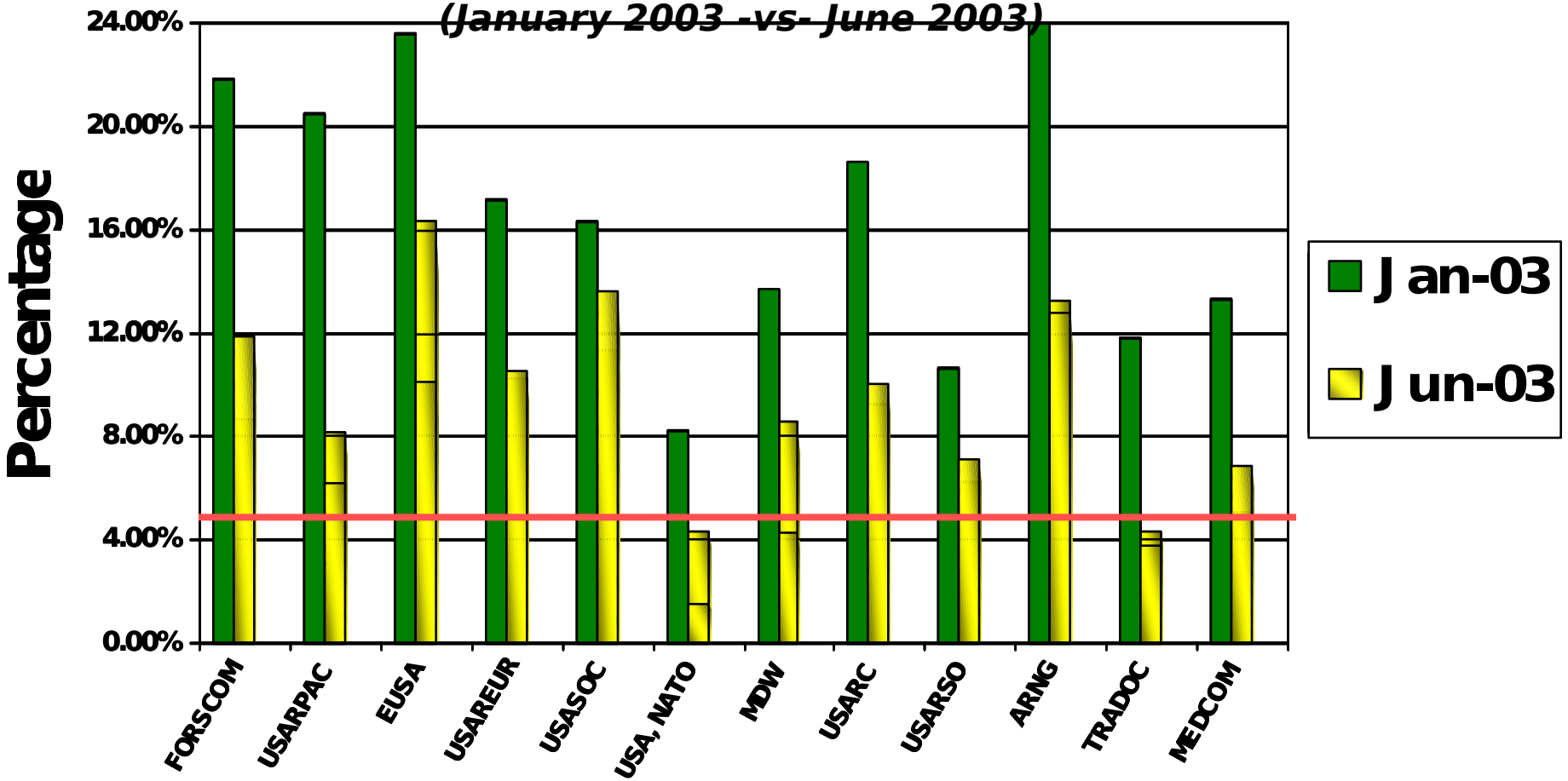



**ARMY GOAL 4.5%**

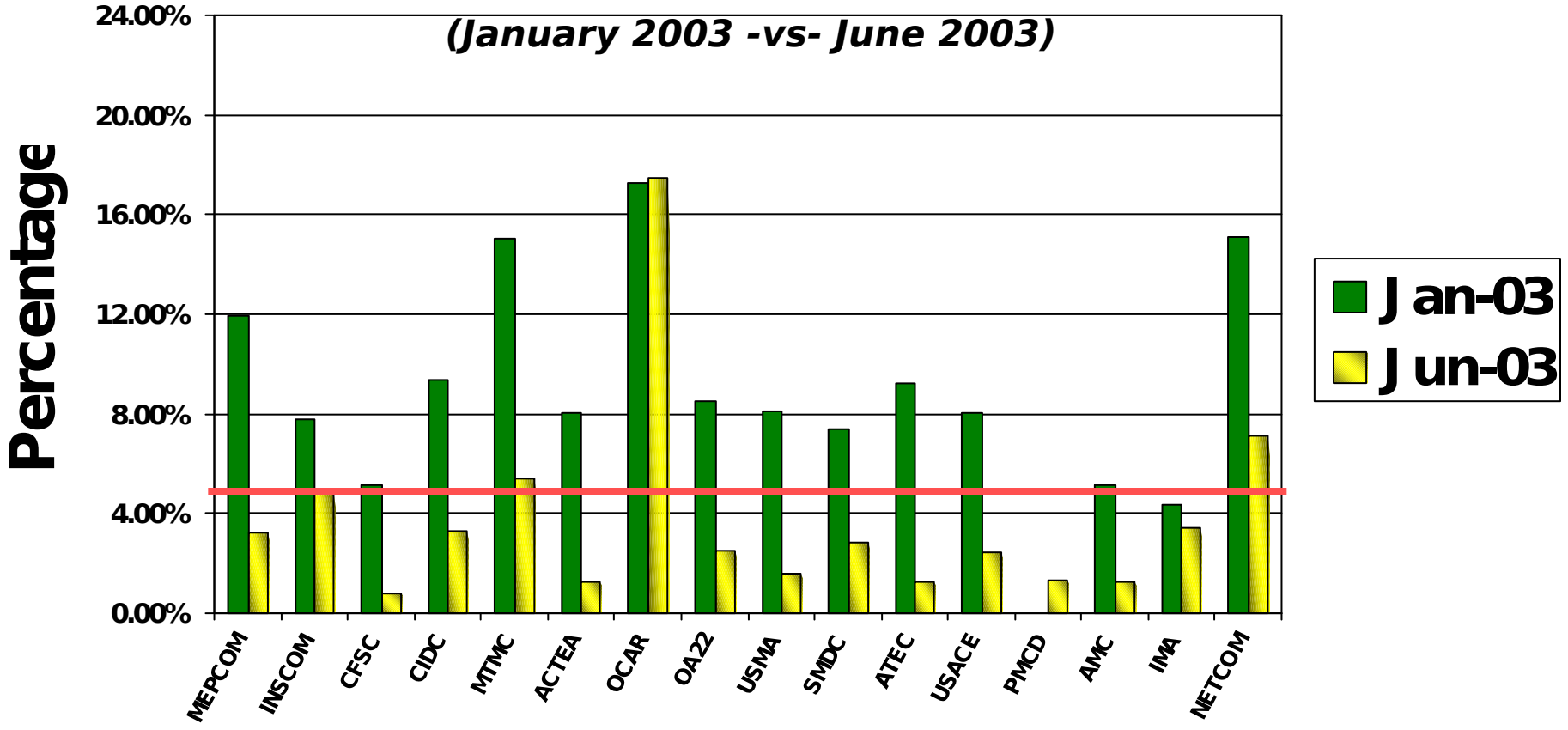
Goal Established 11 February 2003
Data as of 11 June 2003

# MACOM Dollars Delinquent Rates

## (January 2003 -vs- June 2003)



# MACOM Dollars Delinquent Rates



# SALARY OFFSET STATISTICS APRIL 30, 2003

- ARMY AC cardholders are:
  - 27.7% of DOD cardholders in the program
  - 42.9% of DOD dollars collected
- ARMY RC cardholders are:
  - 28.8% of DOD cardholders in the program
  - 11.0% of DOD dollars collected
- TOTAL COLLECTED: $19.4 million
- PROGRAM COLLECTIONS: $36.0 million

# CONGRESSIONAL ACTIONS

## FY 2003 Appropriations Act:

- Limits number of charge cards to 1.5 million
- DOD determine creditworthiness prior to card issue
- Establish disciplinary guidelines
- Report to Congress on the above by June 30, 2003

## FY 2003 Authorization Act:

- Mandatory split disbursement
- Mandatory salary offset

# OSD(C) MEMORANDA

- Mandatory Split Disbursement
- Civilian Retiree Salary Offset
- Creditworthiness
- Civilian Disciplinary Policy
- Military Disciplinary Policy
- OMB Reporting Requirement

# PROGRAM ISSUES

- Transfer of Accounts
  - Process Review
- Mobility Processing
  - Streamline Process
- Transfer to IMA Hierarchy
  - APC Responsibility

# BEST PRACTICES

- Account Transfers
- Delinquency Management
  - Commander/Supervisor Notification
- Program Information Distribution
- General Program Management
  - Account Review/Cancellation

# RECOGNITION

- Negative Recognition
  - Senior Leader Page
  - Remedy Report to ASA FM&C
  - GAO CBA Audit Findings
- Positive  Recognition
  - What Can We do?????

# BANK OF AMERICA ISSUES

- EAGLS
- Customer Service
  - Responsiveness
  - Limit Increases
  - Mission Critical Status Changes
- Thanks for Your Support

# SUMMARY

- Delinquency and misuse remain problems
- Continued supervisor/commander emphasis
- Command expectations must be clear
- Accountability/discipline
- Commitment to effective program